

**DEVELOPMENTAL DISABILITIES ADMINISTRATION
COORDINATION OF COMMUNITY SERVICES
PROVIDER INFORMATION**

Contact the Office Coordination Supervisor in the Western Region office nearest you:	
Allegany and Garrett Counties 12 North Liberty Street, Suite 101 Cumberland, Maryland 21502 (301) 722-1470	Carroll County 95 Carroll Street, Suite 104 Westminster, Maryland 21157 (410) 876-0028
Washington County 1075-B Sherman Avenue Hagerstown, Maryland 21550 (301) 791-0400	Frederick County 5303 Spectrum Drive, Suite I Frederick, Maryland 21703-8619 (301) 663-8044
www.servicecoordinationinc.org	Email: info@servicecoordinationinc.org
MD Relay Voice/TTY: (800) 552-7724	Toll-Free: (888) 240-6835
WHAT IS YOUR PHILOSOPHY IN PROVIDING SERVICES?	
At Service Coordination, Inc. we believe that every person has the right to be treated with respect and dignity and to make choices that affect his/her life. We believe people come first and to support this philosophy we show respect and honor for all people through our words and actions. We believe it is our responsibility to drive solutions by seeking out opportunities and navigating systems to make possibilities a reality, build connections that will encourage strong relationships, and to raise awareness in communities to appreciate the similarities and unique gifts of each person that we serve.	
HOW LONG HAS YOUR AGENCY BEEN PROVIDING COORDINATION OF COMMUNITY SERVICES IN MARYLAND?	
Service Coordination, Inc. has been providing quality resource coordination services since 1982. We began as one of the nation's first independent service coordination initiatives serving people with developmental disabilities. We believed then and maintain our belief that services should be tailored to meet the desires of the individual. When first established we were a division of The Arc of Frederick County. Due to tremendous growth and the need to have one organization focused on providing service coordination for so many people, we were established as an independent nonprofit organization in 2005.	
HOW IS YOUR AGENCY DIFFERENT FROM OTHERS?	
Service Coordination is currently the largest Resource Coordination agency in Maryland, serving more than 13,700 individuals with an intellectual and developmental disability. This accounts for 60% of people who receive Resource Coordination services. We also employ over 250 Resource Coordinators in 13 offices in Maryland. Staff are highly qualified with 92% having a Bachelor's degree or higher, with Resource Coordinators having on average 6 years' experience. Service Coordination is also unique due to our mobile workforce and technological capabilities which allow us to work from virtually anywhere in the communities in which we serve people.	
WHAT MARYLAND COUNTIES DO YOU SERVE?	
We serve individuals in the Central and Western regions of Maryland. Counties served in the Central region are: Anne Arundel County, Baltimore City, Baltimore County, Harford County, and Howard County.	
WHAT AREAS OF DEVELOPMENTAL DISABILITIES DO YOU HAVE SPECIALISTS IN?	
At Service Coordination Inc., Resource Coordinators maintain expertise in many areas including the comprehensive assessment process for determining DDA eligibility, assisting individuals to apply for various State and Federal benefits, American Sign Language, unique needs of the Forensic population, and Autism Spectrum Disorders. Additional areas of expertise include Community Coordination, Waiting List Coordination, and Transition Coordination services, as well as the Individual Planning process where we work collaboratively with team members to ensure the individual's needs and desires are addressed through the plan. We pride ourselves on learning the needs of individuals and acquiring the necessary information to develop expertise.	

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HOW DO YOU MATCH INDIVIDUALS WITH COORDINATORS?
At Service Coordination Inc., individual choice is very important. This extends to the selection of the Resource Coordinator. Upon referral, we match individuals with local Resource Coordinators who are knowledgeable about the resources available in the community where the individual lives and work. We also match individuals according to their needs, preferences, and the expertise of the Resource Coordinator. Individuals are able to choose a new Resource Coordination provider at any time and will be supported through this process by their Resource Coordinator.
DO YOU PROVIDE REFERENCES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES AND FAMILIES TO CONTACT? IF SO, HOW DO I ACCESS?
Yes. You are encouraged to contact a Supervisor in the office nearest you to learn more about our services. At that time, please inform them if you would like to have information shared with you from individuals who receive or who has a loved one who receives our services. In addition, other information including Frequently Asked Questions (FAQ), brochures, and fact sheets, will be made available to you upon request. It is always our goal to provide stellar services and we are confident our references reflect our accomplishment of this goal.